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THE FACTORS INFLUENCE JOB SATISFACTION AMONG CHILDCARE  
EMPLOYEES: A STUDY IN KEDAH

NUR ZALIKHA 'AKALILI' BT MUHAMAD KASHFI

822661



UUM  
Universiti Utara Malaysia

Thesis submitted to  
Othman Yeop Abdullah Graduate School of Business,  
UNIVERSITI UTARA MALAYSIA,  
In Partial Fulfillment of the requirement for  
Master of Sciences (Management)



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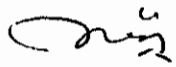
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A STUDY IN KEDAH**

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## ABSTRACT

This study aims to look at the factors that influence job satisfaction among childcare employees in the Kedah State. The main objective of this research was to identify any correlation between salary, internal communication, rewards, working hour, and job satisfaction. This study was conducted using quantitative methods where data were collected using a set of questionnaires. Questionnaires' books were used to obtain feedback from the respondents. The study sample consisted of employees of childcare center in the Kedah State which has a total of 234 respondents participated in this study. The findings showed that there is a positive relationship between salary, internal communication, rewards and working hour and job satisfaction. This indicates that satisfied employees working in their respective organizations. This study has provided a better understanding of the factors that influence job satisfaction in the childcare centre. Results of this study provide benefits to the centre, particularly the management in knowing and measuring the level of satisfaction of their employees.

**Keywords:** Job Satisfaction, childcare employees, salary, internal communication, rewards, working hour.

## ABSTRAK

Kajian ini bertujuan untuk mengkaji faktor-faktor yang mempengaruhi kepuasan kerja di kalangan pekerja penjagaan kanak-kanak di Negeri Kedah. Objektif utama penyelidikan ini adalah untuk mengenal pasti apa-apa hubungan antara gaji, komunikasi dalaman, ganjaran, jam kerja, dan kepuasan kerja. Kajian ini dijalankan menggunakan kaedah kuantitatif di mana data dikumpul menggunakan satu set soal selidik. Buku soal selidik digunakan untuk mendapatkan maklum balas daripada responden. Sampel kajian terdiri daripada pekerja pusat penjagaan kanak-kanak di Negeri Kedah yang mempunyai seramai 234 responden yang terlibat dalam kajian ini. Penemuan menunjukkan bahawa terdapat hubungan positif antara gaji, komunikasi dalaman, ganjaran dan jam kerja dan kepuasan kerja. Ini menunjukkan bahawa pekerja yang berpuas hati bekerja di organisasi masing-masing. Kajian ini telah memberikan pemahaman yang lebih baik tentang faktor-faktor yang mempengaruhi kepuasan kerja di pusat penjagaan kanak-kanak. Hasil kajian ini memberikan faedah kepada pusat, khususnya pengurusan dalam mengetahui dan mengukur tahap kepuasan pekerja mereka.

**Kata kunci:** Kepuasan kerja, pekerja penjagaan kanak-kanak, gaji, komunikasi dalaman, motivasi, jam kerja.

## ACKNOWLEDGEMENT

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Nur Zalikha 'Akalili' bt Muhamad Kashfi

Matric No: 822661

Master of Science (Management)

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## **LISTS OF ABBREVIATIONS**

IV Independent Variable

DV Dependent Variable

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JKM Jabatan Kebajikan Masyarakat



## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Introduction**

This chapter discusses about the introduction of research, general description and an overview of the research process as a whole. This research gives priority and analysis of employees at childcare centre in the State of Kedah on issues of job satisfaction. This chapter discusses the background of research, problem statement, research objectives, research questions, research scope, conceptual definitions, research limitations and overall chapter summaries. This research only focuses on employees of childcare center in the State of Kedah.

Job satisfaction speaks to a blend of either positive or negative opinions that employees have concerning to their job. In the mean time, at what time employees utilized in a business organization, carries with it the needs, wants and experiences that determinates desires that he has rejected. Job satisfaction speaks to the degree to which desires are and facilitate the genuine honors. According to Davis et al., (1985), job satisfaction is immovably associated with that individual's direct in the work place.



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only

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KEDAH DARUL AMAN, MALAYSIA

QUESTIONNAIRE

**THE FACTORS INFLUENCE JOB SATISFACTION AMONG CHILD CARE EMPLOYEES:  
A STUDY IN KEDAH**

Dear respondents,

This study was conducted to gather information about the factors that influence job satisfaction among childcare employees: a study in Kedah. I would like to attain your kindness to fill in this questionnaire. I hope that you can spend a minute to answer several questions. I assure you that your responses will be held in confidential and being used for academic purpose only. Your cooperation is greatly appreciated. Thank you.

NAME	MATRIC NO
NUR ZALIKHA 'AKALILI' BT MUHAMAD KASHFI	822661

## Section A : Demographical Background of the Respondent

### Bahagian A : Latar Belakang Demografi Responden

---

This section is to obtain information of the respondent background. Please tick (/) in the selection. Bahagian ini adalah untuk mendapatkan maklumat mengenai latar belakang responden. Sila tandakan (/) pada pilihan yang berkenaan.

#### 1. Gender / Jantina

☐

Male

☐

Female

#### 2. Age / Umur

☐

< 25

☐

36-45

☐

46-55

☐

26-35

☐

>55

#### 3. Status / Status

☐

Single/Bujang

☐

Others / lain-lain

\_\_\_\_\_ (please state/ sila nyatakan)

☐

Married/Berkahwin

#### 3. Ethnic group / Kumpulan Etnik:

☐

Malay / Melayu

☐

Hinduism / Hindu

☐

Buddism / Buddha

☐

Christianity / Kristian

☐

Other / Lain-lain

\_\_\_\_\_ (Please state/sila nyatakan)

#### 4. Religion / Agama

☐

Muslim / Islam

☐

Christianity / Kristian

☐

Buddhism / Buddha

☐

Hinduism / Hindu

☐

Others / Lain-lain

\_\_\_\_\_ (Please state/sila nyatakan)

#### 5. Years of Working Experience

0-

☐

5

☐

more than 10

☐

6-10

#### 6. Higher education level

☐

SPM

☐

Others/lain-lain

☐

Diploma

\_\_\_\_\_ (please state/sila nyatakan)

Section B : Questionnaire regarding the factors influence job satisfaction among child care employee in Kedah.

Bahagian B : Soal Selidik mengenai faktor-faktor mempengaruhi kepuasan kerja di kalangan pekerja taska di Kedah.

Please indicate your respond to the following statement according to the scale below.

Sila nyatakan jawapan anda dengan kenyataan berikut mengikut skala di bawah.

1 Strongly Disagree/Sangat Tidak Setuju	2 Disagree/ Tidak Bersetuju	3 Neutral / Neutral	4 Agree / Setuju	5 Strongly Agree / Sangat Setuju
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Questions

Job Satisfaction / Kepuasan Kerja						
1.	I enjoy my job as a child care professional. <i>Saya menikmati pekerjaan saya sebagai penjaga kanak-kanak profesional</i>	1	2	3	4	5
2.	My education has helped me to become more confident as a childcare professional. <i>Pendidikan saya telah membantu saya menjadi lebih yakin sebagai penjaga kanak-kanak profesional.</i>	1	2	3	4	5
3.	I am knowledgeable about child development. <i>Saya berpengetahuan tentang perkembangan kanak-kanak</i>	1	2	3	4	5
4.	I am satisfied with my job as a child care professional. <i>Saya berpuas hati dengan pekerjaan saya sebagai profesional penjagaan kanak-kanak.</i>	1	2	3	4	5
5.	When I do a good job, I receive the recognition for it that I should receive Apabila saya melakukan pekerjaan yang baik, saya menerima pengiktirafan bahawa saya harus terima	1	2	3	4	5
6.	I sometimes feel my job is meaningless Saya kadang-kadang merasakan kerja saya tidak bermakna	1	2	3	4	5
7.	Those who do well on the job stand a fair chance of being promoted. Mereka yang bekerja dengan baik mempunyai peluang yang adil dipromosikan.	1	2	3	4	5
8.	My efforts to do a good job are seldom blocked by red tape. Usaha saya untuk melakukan kerja yang baik jarang dihalang oleh kerenah	1	2	3	4	5
9.	I like doing the things I do at work Saya suka melakukan perkara-perkara yang saya lakukan di tempat kerja	1	2	3	4	5
10.	The goals of this organisation are not clear to me Matlamat organisasi ini tidak jelas kepada saya	1	2	3	4	5
11.	I am knowledgeable about developmentally appropriate practices. <i>Saya berpengetahuan tentang amalan perkembangan yang sesuai.</i>	1	2	3	4	5
12.	I enjoy my job working with children. <i>Saya suka kerja saya bekerja dengan kanak-kanak.</i>	1	2	3	4	5
13.	I am confident in my ability to guide children's behavior. <i>Saya yakin dengan keupayaan saya untuk membimbing tingkah laku kanak-kanak.</i>	1	2	3	4	5
14.	I have chosen the child care profession as a career. <i>Saya telah memilih profesion penjagaan kanak-kanak sebagai kerjaya.</i>	1	2	3	4	5
15.	My education has prepared me to be an effective teacher of young children. <i>Pendidikan saya telah membuat saya menjadi guru yang berkesan untuk kanak-kanak kecil.</i>	1	2	3	4	5
16.	I am knowledgeable about best practices in the early childhood education setting. <i>Saya berpengetahuan tentang amalan terbaik dalam pendidikan awal kanak-kanak.</i>	1	2	3	4	5

Wages / Gaji						
1.	I feel I am being paid a fair amount for the work I do. <i>Saya rasa saya dibayar dengan jumlah yang cukup untuk kerja yang saya lakukan</i>	1	2	3	4	5
2.	Raises are too few and far between. <i>Peningkatan terlalu sedikit dan jauh di antara.</i>	1	2	3	4	5
3.	I feel unappreciated by the organization when I think about what they pay me. <i>Saya berasa tidak dihargai oleh organisasi apabila saya fikir tentang apa yang mereka bayar saya</i>	1	2	3	4	5
4.	I feel satisfied with my chances for salary increment. <i>Saya berasa puas dengan peluang saya untuk kenaikan gaji.</i>	1	2	3	4	5
5.	I am satisfied with the amount of paid leave offered by the centre. <i>Saya berpuas hati dengan jumlah cuti berbayar yang ditawarkan oleh pusat penjagaan kanak-kanak.</i>	1	2	3	4	5

Internal Communication / Komunikasi Dalam						
1.	Communications seem good within this organisation. <i>Komunikasi kelihatan baik dalam pusat ini.</i>	1	2	3	4	5
2.	I like the people I work with. <i>Saya suka orang yang saya bekerjasama.</i>	1	2	3	4	5
3.	My supervisor is quite competent in doing his/her job. <i>Penyelia saya cukup berwibawa dalam melakukan tugasnya.</i>	1	2	3	4	5
4.	I find I have to work harder at my job because of the incompetence of people I work with. Saya mendapati saya perlu bekerja lebih keras di tempat kerja saya kerana orang yang saya bekerja dengan orang yang kurang cekap	1	2	3	4	5
5.	There is too much bickering and fighting at work Terdapat terlalu banyak pertelingkahan dan pertempuran di tempat kerja	1	2	3	4	5
6.	My supervisor shows too little interest in the feelings of subordinates. <i>Penyelia saya menunjukkan terlalu sedikit minat terhadap pekerja bawahan.</i>	1	2	3	4	5

Motivation / Motivasi						
1.	I am not satisfied with the benefit I received. <i>Saya tidak berpuas hati dengan faedah yang saya terima.</i>	1	2	3	4	5
2.	The benefit we receive are as good as those offered elsewhere. <i>Manfaat yang kami terima sepadan dengan yang ditawarkan di tempat lain.</i>	1	2	3	4	5
3.	I do not feel the work I did is appreciated. <i>Saya tidak merasakan kerja yang saya lakukan dihargai.</i>	1	2	3	4	5
4.	There are benefits I do not have which I should have (R)	1	2	3	4	5
5.	I do not feel my efforts are rewarded the way they should be. <i>Saya tidak merasakan usaha saya diberi ganjaran sebagaimana mestinya.</i>	1	2	3	4	5

Working Hour / Jam Kerja						
1.	I have to spend too much time planning and preparing outside my workhours <i>Saya perlu meluangkan banyak masa dan bersiap di luar jam kerja saya</i>	1	2	3	4	5
2.	I find it easy to manage my time commitments at home. <i>Saya merasa mudah untuk menguruskan permulaan masa saya di rumah.</i>	1	2	3	4	5
3.	I go home tired and worn out more days than not. <i>Saya pulang ke rumah dalam keadaan penat.</i>	1	2	3	4	5